

FIG. 1

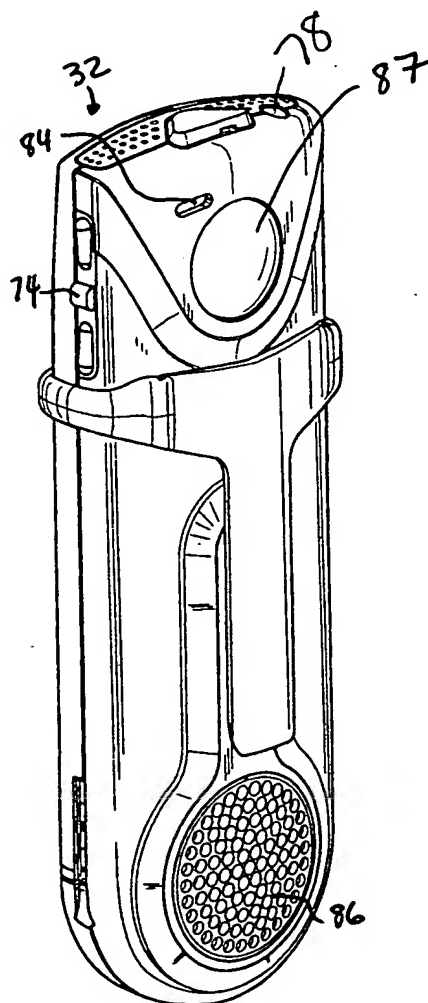


FIG. 3A

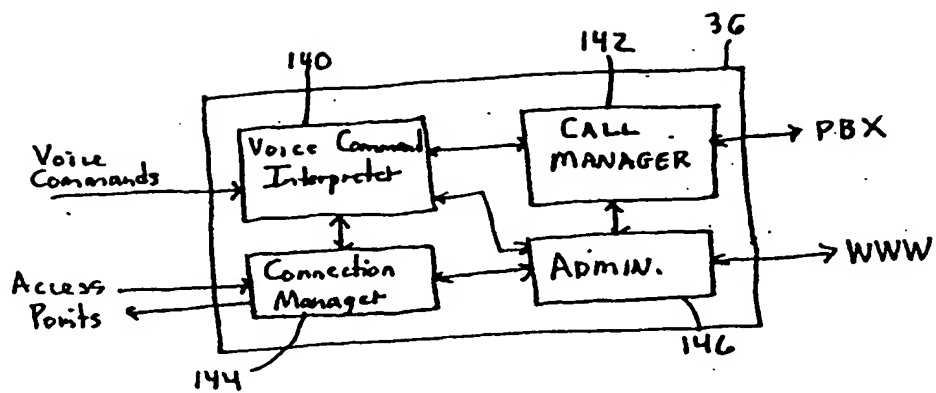


FIG. 2A

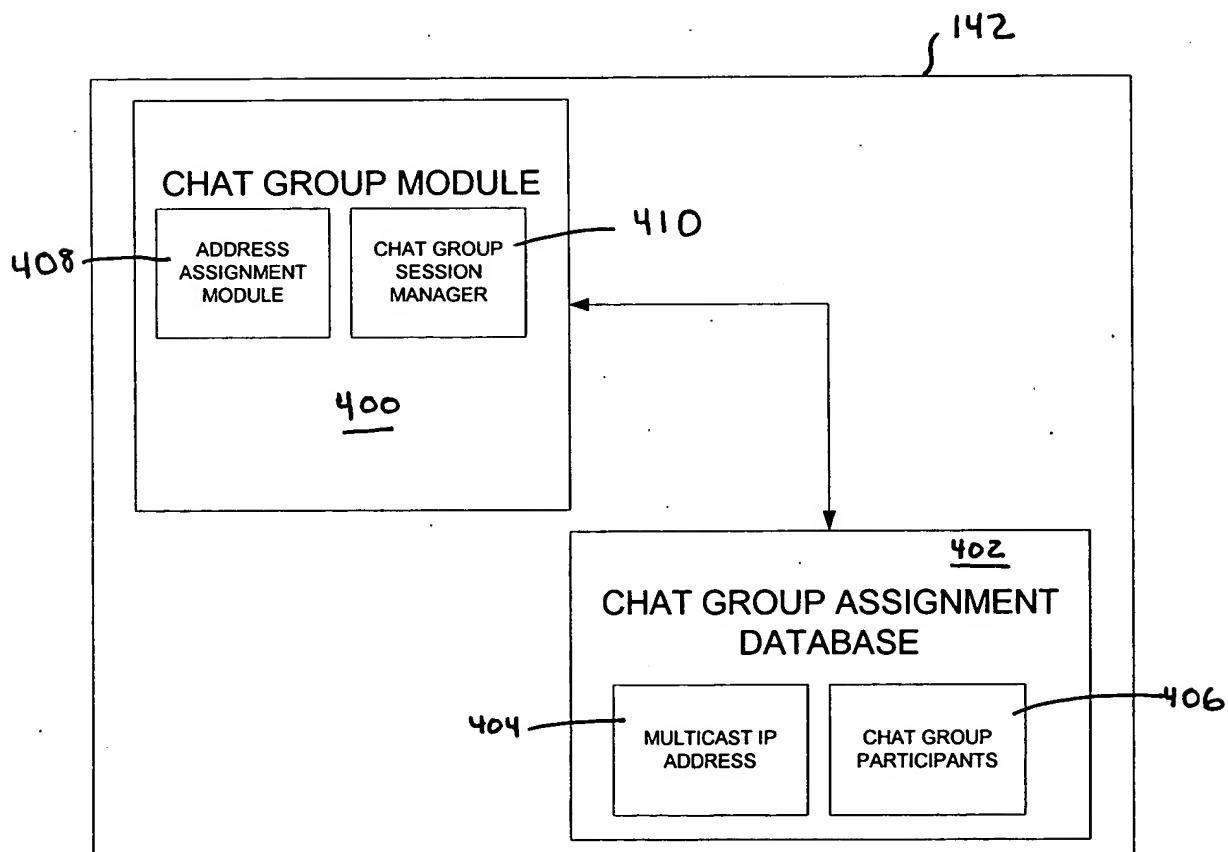
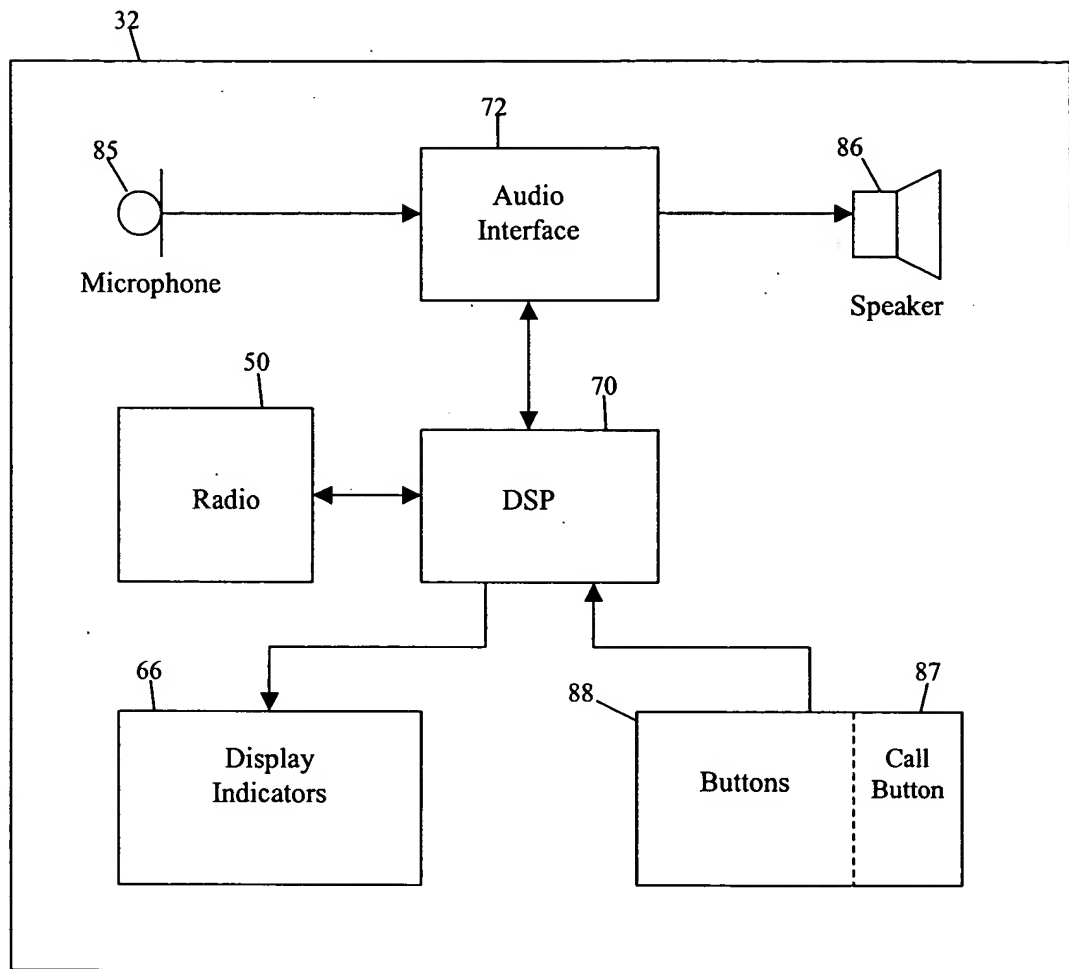
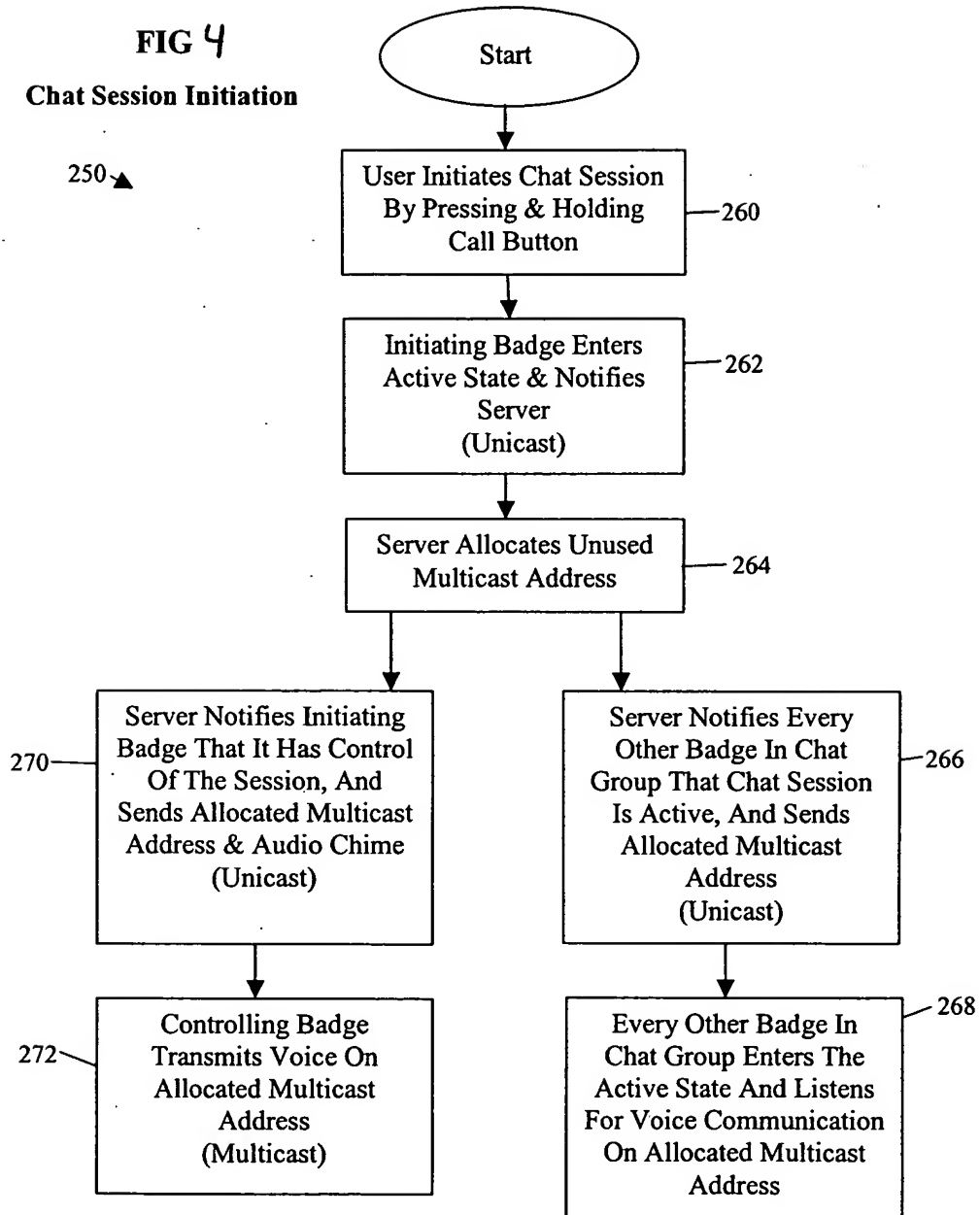


FIGURE 2B

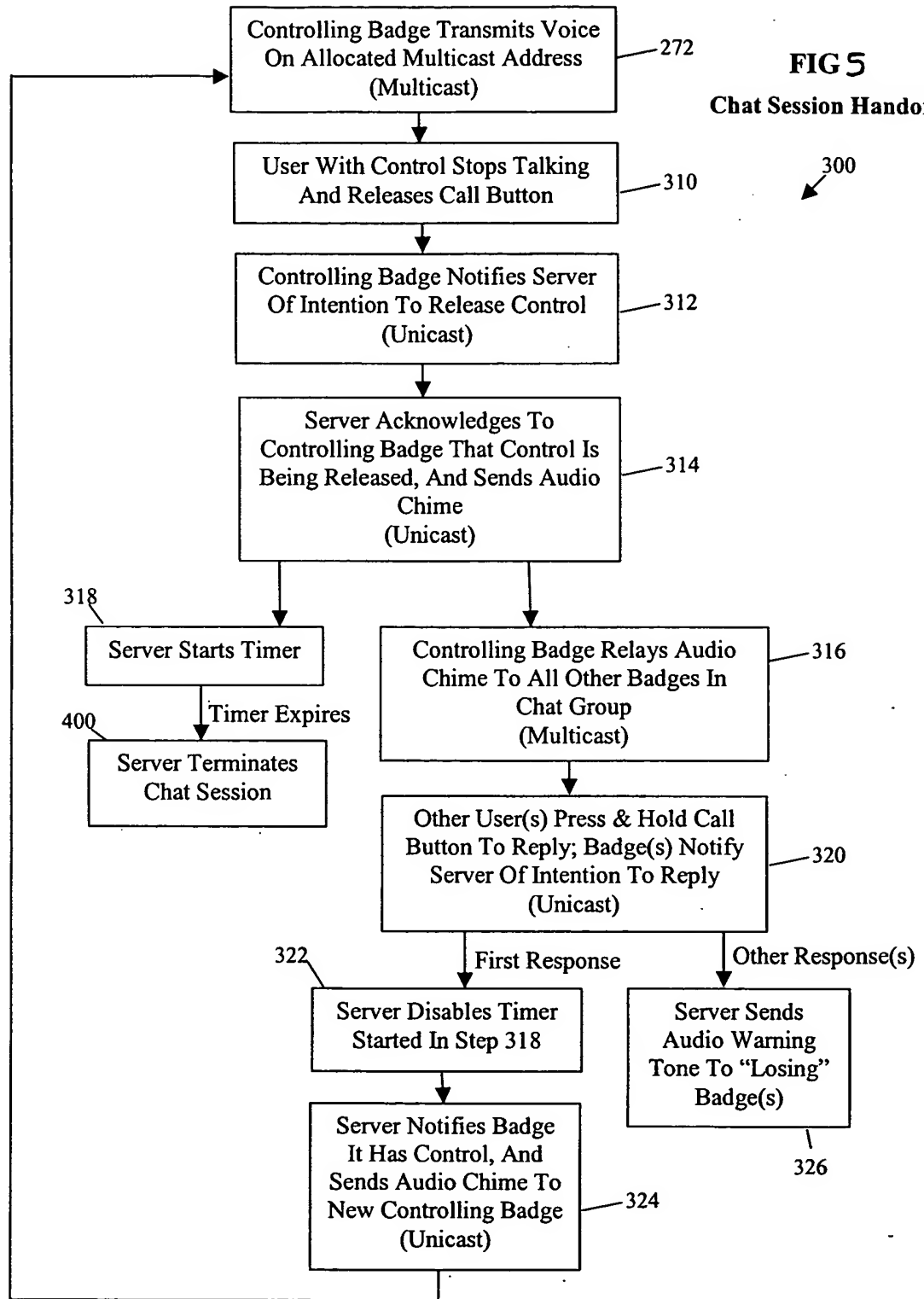
**FIG.3B**



**FIG 4**  
**Chat Session Initiation**



**FIG 5**  
Chat Session Handoffs



**FIG 6**

**Chat Session Termination**

400

